

Tennessee Department of Veterans Services
Class Title: Veterans Services Regional Director 2
Location: Knoxville, TN - East Region

MINIMUM QUALIFICATIONS

Education and Experience: Graduation from an accredited four-year college or university with a Bachelor's degree or Military pay grade of an E-7 or above with an Honorable Discharge

Substitution of Experience for Education: Qualifying full-time Veterans Benefits experience may be substituted for the required education on a year-for-year basis, to a maximum of four years.

Necessary Special Qualifications:

Applicants for this class:

1. Must have a valid driver's license
2. Must be accredited by the U.S. Department of Veterans Affairs within 12 months of employment.
4. Have a minimum of 2 years VA Benefits experience

JOB OVERVIEW:

Summary: Under general direction, is responsible for professional staff administrative and supervisory work of considerable difficulty in support of line operations; and performs related work as required. This position will be located in the East Tennessee region.

Distinguishing Features: Incumbents in this class manage a regional district. A characteristic of this assignment is the management of a staff of professional and/or sub-professional employees. This work frequently involves developing new and evaluating existing policies and procedures for managing programs and activities. Employees in this class have regular personal contacts with high level officials and administrators in explaining, interpreting and enforcing pertinent laws, regulations and policies, handling difficult negotiations, resolving issues and problems, and making presentations to various representative groups and the general public on Veteran related matters. This class differs from that of Regional Director 1, in that an incumbent of this class performs work of greater

scope and impact in a larger geographical area.

NOTE:

Any college hours or degree must be from a school accredited by one of the following regional accrediting bodies: the Middle States Association of Colleges and Secondary Schools; the New England Association of Schools and Colleges, Incorporated; the North Central Association of Colleges and Secondary Schools; the Northwest Association of Secondary and Higher Schools; the Southern Association of Colleges and Secondary Schools; the Western Association of Schools and Colleges.

WORK ACTIVITIES:

Evaluating Information to Determine Compliance with Standards:

1. Ability to read and interpret appropriate laws within 38 C.F.R. and T.C.A.
2. Reviews final actions of VRCs and CSOs ensuring tasks completed in accordance with laws, regulations, and policies.
3. Reviews monthly claims reports on all responsible VRCs and CSOs to determine production output.

Organizing, Planning, and Prioritizing Work:

1. Organizes and prioritizes personal workload and the workloads of assigned subordinates using calendars, spreadsheets, and other instruments to ensure timely and accurate completion of work.
2. Incorporates unscheduled tasks into current workload as needed, e.g. priorities, inquiries, etc.

Updating and Using Relevant Knowledge:

1. Obtain and maintain USDVA Accreditation in accordance with 38 C.F.R. and Tennessee Department of Veterans Services Accreditation Procedure.
2. Attend, participate and successfully pass achieving a minimal score of 70 on the annual Service Officer Test.
3. Attend leadership/agency courses as directed.

Interacting with Computers:

1. Effectively uses Microsoft Office software to capture, process, and distribute information.
2. Develops spreadsheets and presentations as needed for informational

purposes.

3. Obtain and maintain web-based access to U.S. Department of Veterans Affairs including MAP-D, Virtual VA, Shares, and U.S. Department of Defense DPRIS.

Documentation/Recording Information:

1. Create and maintain progress reports of all CSOs within your sphere of influence, including accreditation, meeting training requirements, use of VetraSpec, and digital claims submission.
2. Document the performance of assigned subordinates to ensure accurate and unbiased performance evaluations.
3. Prepare After Action Review for Veterans outreach events.
4. Gather progress data on Veterans Treatment Courts within the region.

Communicating with Supervisors, Peers, Subordinates, and Internal/External Customers:

1. Provide regular verbal and written updates to supervisor on the status of projects and other assigned work.
2. Effectively communicate with external partners/customers to ensure questions are directed to the appropriate individual.
3. Maintain an open and continuous dialogue with your subordinates to ensure effective and efficient communications.
4. Ensures constituent inquiries are answered professionally, thoroughly and timely.

Guiding, Directing, and Motivating Subordinates:

1. Supervises assigned subordinates in their assigned duties in order to meet the goals of the region.
2. Adheres to all laws, agency directives, policies, procedures, and protocols to provide an example to assigned subordinates.
3. Plans, organizes, and directs assigned subordinates to provide Veterans Services support for an assigned region.

Establishing and Maintaining Interpersonal Relationships:

1. Maintain personal working relationships with Veterans Service Organizations.
2. Establish and maintain open dialogue with County Veterans Service Officers within assigned region to ensure smooth and effective team operations.

3. Develop constructive and cooperative partnerships to facilitate unified efforts.
4. Establish relationships with County leadership and judges who preside over or who may establish a Veterans Treatment Court.

Resolving Conflicts and Negotiating with Others:

1. Handles complaints and grievances expeditiously to ensure a respectful work environment is maintained.
2. Resolves conflicts internally without supervisory input to ensure timely and efficient performance.

Performing for or Working directly with the Public:

1. Promotes customer service to maintain positive customer relationships, enhance customer experience, and to ensure return business.
2. Participates in events to recognize veterans, delivering remarks as requested.
3. Addresses customer needs effectively and efficiently resulting in services being delivered timely.

Developing and Building Teams:

1. Builds mutual trust, respect, and cooperation among team members.
2. Models an example of effective performance for subordinates to follow.
3. Identifies imperfection of cooperation within assigned team and develops training opportunities and mentoring appropriate to resolve struggles.

TOOLS AND EQUIPMENT USED

- Personal Computer
- Printer
- Telephone (Landline and Cellular)
- Fax Machine
- Copy Machines
- Digital Signature Pad
- Motor Vehicle

COMPETENCIES (KSACs)**Knowledge:**

1. Customer & Personal Service
2. Education and Training
3. Law and Government
4. Sales and Marketing

Skills:

1. Service Orientation
2. Social Perceptiveness
3. Active listening and learning
4. Learning Strategies
5. Complex Problem Solving
6. Critical Thinking
7. Persuasion
8. Time Management

Abilities:

1. Inductive and Deductive Reasoning
2. Oral and Written Comprehension
3. Oral and Written Expression
4. Problem Sensitivity
5. Originality
6. Time Sharing
7. Number Facility

Send resumes to both:

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